

## **How to File a State of Alaska ADA Complaint**

The ADA Complaint procedure is designed to informally resolve conflicts with State agencies involving discrimination in access to state government programs, services, and benefits for persons with disabilities under Title II of the Americans with Disabilities Act.

Each state agency has delegated department and division ADA Coordinators. Your first point of contact in this procedure is the ADA Coordinator in whose division or department you believe that non-compliance with Title II has occurred.

If you need assistance in filing or writing your complaint, the division or department ADA Coordinator will, at your request, help you locate an impartial advocate or representative not associated with their agency. You must also specify any other reasonable accommodation you may require in order to effectively communicate your complaint.

The complaint form must be filled out completely and filed with the division or department ADA Coordinator within 90 days from the date of the discriminatory action or practice.

Once you have completed the ADA Complaint Form on the next page, follow the steps listed after the complaint form for filing your complaint. It is important for you to keep copies of your original complaint, notifications you receive after meeting with the division and department, as well as any other correspondence or other documentation that is related to your complaint, and bring those copies to all meetings, reviews, and appeals related to your complaint.

# ADA COMPLAINT FORM

**Name:**

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**Mailing Address:**

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Telephone (work)\_\_\_\_\_ (msg.)\_\_\_\_\_

**State Department/Division complaint is with:**

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**Detailed description of the discriminatory practice or action which occurred:**

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**Do you require a reasonable accommodation in order to more effectively communicate your complaint :**

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## STEPS FOR FILING YOUR ADA COMPLAINT

### Step 1: Fill Out and Deliver Your Complaint

Hand deliver or mail your complaint to the ADA Coordinator of the state agency where you believe the discrimination occurred. A list of addresses and phone numbers of each agency coordinator follows these instructions. If you need a reasonable accommodation such as an interpreter, reader, larger print, Brailled materials, or cassette tape, list them on your complaint form so the ADA Coordinator will be able to effectively communicate with you at your meeting.

### Step 2: Meet with the Division ADA Coordinator

- a) Within 10 working days of having received the complete complaint, the agency ADA coordinator will meet with you personally, or by telephone or TDD. *The purpose of this meeting will be to **resolve the complaint**.*
- b) Within 5 working days of this meeting, a copy of your complaint, and a brief report of the outcome of your meeting, will be forwarded to the State ADA Coordinator so that office is aware a complaint has been filed.

### **Step 3: Resolution of Your Complaint**

a) If a **satisfactory resolution** is reached at the meeting, a written agreement will be jointly developed and signed by you, the agency ADA Coordinator and the Commissioner of the department where the complaint was filed. The agreement of resolution will be issued to you within 10 days after the meeting and will be in any accessible format you may have requested for the meeting. The written agreement will include:

- 1) A description of the complaint
- 2) A finding of facts
- 3) A description of how the complaint will be resolved
- 4) When the complaint will be resolved
- 5) An assurance that the agency will comply with the specific terms of the agreement

c) If the agency is **unable to resolve** the complaint with you, you will be notified of this non-resolution within 10 days in any accessible format you may have requested for your meeting. The notification will include:

- 1) A description of the complaint

- 2) A summary of any resolution proposed
- 3) A statement addressing the issues which were not resolved at the meeting

You may then request a review of this outcome by the department ADA Coordinator. The department ADA Coordinator will meet with and attempt to resolve your complaint following the procedure outlined in Step 2.

#### **Step 4: Request for Review by State ADA Coordinator**

If a satisfactory resolution is not reached through either the division or the department ADA Coordinator, you may then request a review of your complaint by the State ADA Coordinator. Your request for review must be made within 10 days after you receive your notification of non-resolution. *This appeal must include a copy of your original complaint, as well as documentation from Step 4 of failure to resolve your complaint at either the division or department level.*

Your request for review must be filed on the form on the next page.

**REQUEST FOR REVIEW OF DEPARTMENT  
ADA COMPLAINT DECISION**

**Name:**

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**Mailing Address:**

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**Telephone (work)**\_\_\_\_\_ **(msg.)**\_\_\_\_\_

**State Department/Division complaint is with:**

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**Detailed Statement of the Reason(s) for Your Request  
for Review of the Decision Regarding Your Complaint:**

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[illegible]

***NOTE: You MUST include a copy of your original complaint, as well as documentation of the results of your meetings with the division and department coordinators, in order for this appeal to be considered by the State ADA Coordinator.***

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## Your Signature

### Signature of Representative



## **Step 5: Review of Appeal by State ADA Coordinator**

- a) The State ADA Coordinator will produce a written response to your Request for Review within 30 working days of receiving your request and all necessary documentation. This response will be sent to both you and the state agency with whom you filed your original complaint.
  
- b) If the State ADA Coordinator response indicates that the **complaint can be resolved** between you and the department where you lodged the complaint, the State ADA Coordinator will work with the commissioner of department to resolve your complaint through mediation. You must respond within 10 days to the Response to your Request for Review so mediation schedules can be established between yourself, the State ADA Coordinator, and the department.
  
- d) If the State ADA Coordinator response indicates that your **complaint cannot be resolved** through mediation, or that the agency in question is in compliance with the ADA or has not engaged in

discriminatory practice or action against you, the State ADA Coordinator will advise you of the steps necessary to file a formal complaint with the Alaska Human Rights Commission or the federal Department of Justice.

### **ADA Coordinator Contacts by Department**

#### **State ADA Coordinator**

801 West 10<sup>th</sup> Street, Suite A  
Juneau, Alaska 99801-1894  
PH: 465-2814  
TTY: 465-2814  
FAX: 465-2856

#### **Public Safety**

450 Whittier St.  
POB 111200  
Juneau, Alaska 99811-1200  
PH: 465-4365  
TTY: 465-5491  
FAX: 465-5332

#### **Fish & Game**

1255 W 8<sup>th</sup> St.  
POB 25526  
Juneau, Alaska 99811-5526  
PH: 465-4140  
TTY: 465-3646  
FAX: 465-2440

**Community & Economic Development**

9<sup>th</sup> Floor State Office Building

POB 110803

Juneau, Alaska 99811-0803

PH: 456-5438

TTY: 1-800-770-4833

FAX: 465-2563

**Labor and Workforce Development**

1111 8<sup>th</sup> St. Suite 308

POB 21149

Juneau, Alaska 99802-1149

PH: 465-5952

TTY: 465-5952

FAX: 465-8753

**Natural Resources**

400 Willoughby Ave. 5<sup>th</sup> Floor

Juneau, Alaska 99801-1724

PH: 465-2409

TTY: 465-2409 ext 3888

FAX: 465-2492

**Military & Veterans Affairs**

400 Willoughby Ave. 5<sup>th</sup> Floor

Juneau, Alaska 99801-1724

PH: 465-2409

TTY: 465-2409 ext 3888

FAX: 465-2492

**Revenue**

11<sup>th</sup> Floor State Office Building

POB 110410

Juneau, Alaska 99811-0400

PH: 465-2308

TTY: 465-3678

FAX: 465-3288

**Law**

Room 205 Assembly Building  
POB 110300  
Juneau, Alaska 99811-0300  
PH: 465-3672  
TTY: 465-3626  
FAX: 465-5419

**Education & Early Development**

801 W. 10<sup>th</sup> St. Suite 200  
Juneau, Alaska 99801-1894  
PH: 465-2880  
TTY: 465-2880  
FAX: 465-2110

**Environmental Conservation**

410 Willoughby Ave. Suite 105  
Juneau, Alaska 99801-1795  
PH: 465-5040  
TTY: 1-800-770-8973  
FAX: 465-4098

**Corrections**

802 3<sup>rd</sup> St.  
Douglas, Alaska 99824  
POB 112000  
Juneau, Alaska 99811-2000  
PH: 465-3300  
TTY: 465-3274  
FAX: 465-2202

**Administration**

10<sup>th</sup> Floor State Office Building  
POB 110208  
Juneau, Alaska 99811-0208  
PH: 465-5657  
TTY: 465-2461  
FAX: 465-2263

**Transportation & Public Facilities**

2200 East 42nd Ave

PO Box 196900

Anchorage, AK 99519-6900

PH: 269-0851

TTY: 269-0473

FAX: 269-0847

**Health & Social Services**

350 Main St.

POB 110650

Juneau, Alaska 99811-0650

PH: 465-3024

TTY: 465-3196

FAX: 465-2384

**Office of the Governor**

240 Main St. Suite 300

POB 110001-0001

Juneau, Alaska 99811-0001

PH: 465-3896

TTY: 465-3514

FAX: 465-1641

**Legislative Affairs Agency**

Room 311 Goldstein Building

130 Seward St. Suite 313

Juneau, Alaska 99801-2197

PH: 465-3854

TTY: 465-4980

FAX: 465-6557